



HUMAN SERVICES FUNDING

Grant Application
FY 2022-23

Agency Review

APPLICATION INFORMATION

Policies & Procedures
and Request for Proposal

CITY OF TEMPE, ARIZONA

HUMAN SERVICES “AGENCY REVIEW” POLICIES & PROCEDURES & FY 2022-23

APPLICATION INFORMATION

Funding Process Schedule

WHEN	ACTION
November 4, 2021 3:00-4:30pm Zoom	Pre-Application Grant & Technical Training ZOOM Organizations interested in applying for funds should attend this orientation. New agencies (not funded in the previous year) must attend. If you have a scheduling conflict, contact us. Contact: Kim_VanNimwegen@tempe.gov for the Zoom invitation or more information.
November 11, 2021	Application opens in ZoomGrants
December 10, 2021	Application due in ZoomGrants before 4:00pm, Arizona time (late proposals will not be accepted)
March 1–4, 2022 & March 15–18, 2022	Agency Interviews (may be held in-person or via Zoom)
April 6 th , 2022	Recommendations presented to Tempe City Council at a Work Study Session
June 2022	City of Tempe final budget approval
June 2022	Agencies are officially notified of City allocations

Background

For over 37 years, Tempe Community Council (TCC) has managed and administered the allocation of human services dollars by the City of Tempe (COT) to local nonprofit human services organizations. Resources are allocated to the organizations through a volunteer, citizen-based review process titled, “Agency Review.”

Agency Review funds come from the COT General Revenue Fund, display panel revenue, voluntary water utility customer donations through the Together Tempe program and Tempe Community Council. Total funds allocated are approximately \$1,100,000 to Valley-wide agencies serving Tempe clients.

Purpose

The COT, through TCC, initiates the Request for Proposals (RFP) to solicit applications from human services agencies serving Tempe clients. The goal of Agency Review is to assist and make recommendations to the Tempe City Council in establishing criteria for City funding of human services programs. Final funding decisions are legally that of the Tempe City Council.

Funding Priorities

TCC has contracted with a consultant, Corona Insights, to conduct a comprehensive assessment of human service needs and to identify action steps that TCC and its partners can take to meet existing unmet needs. The results of this process along with other community input and considerations, will determine the prioritization for funding moving forward.

Agencies who have been funded by TCC in past years will remember that a portion of the final score of each application, has included points awarded to specific populations of service (Individuals and Families Experiencing Homelessness, Sexual and Domestic Violence Survivors, Children and Youth, Persons with Disabilities, Working Poor, and Older Adults). For example, agencies providing programs serving people experiencing homelessness may have been awarded 10 additional points (in their overall scoring) for serving this population. Prioritization

was determined through a community wide survey and points were distributed based on the survey, resulting in agencies receiving up to 10 points.

This process of assigning additional points to priority need will be determined after the application process deadline. This is necessary to collect and analyze all of the community needs assessment data and findings. Agency proposals will receive prioritization scoring points (between 0-10 points) based on a final determination of the TCC Board.

Category of Services

The program category refers to those services to which your program most closely aligns. It identifies where your program falls on a spectrum of services, from crisis, to stability, and self-sufficiency. We are aware that some programs may operate on the full continuum, but **ONLY** one category must be selected. These categories are defined for this purpose in this way:

- Crisis - Investments for Moving Clients Out of Immediate Crisis
May include, but are not limited to, programs providing basic needs, such as provision of food; water; clothing; crisis shelter; detoxification treatments; etc.
- Stability - Investments for Establishing Stability for Clients
Clients' basic needs are met, and program is moving them to greater functioning. May include, but not limited to, rental and utility assistance; case management; counseling; transitional housing; substance abuse prevention education; etc.
- Self-Sufficiency - Investments for Maintaining Self-Sufficiency for Clients
May include, but not limited to, programs for: prevention; special populations; counseling; mentoring; youth development; foster care and adoption education; childcare; benefits assistance; in-home care; volunteer opportunities; home-delivered meals; congregate meals; etc.

TCC/COT Strategic Plan

TCC works in close collaboration with the COT Human Services Department. The programs and services offered by the City can be found on their website (www.tempe.gov/government/human-services). Programs funded through these unrestricted city dollars should be supporting, enhancing, or augmenting services provided through the City.

A collective impact approach and collaboration is valued and is a primary goal in making funding recommendations.

TCC/COT Performance Measure

Tempe City Council Strategic Priority 3.10 - Ensure that agencies who receive human service grants from the City, achieve their performance goals related to homeless, youth, domestic violence, working poor, older adults, and individuals with disabilities.

Minimum Agency Qualifications

Nonprofit agencies serving Tempe clients are eligible to apply. Eligible human services organizations must:

- Be a 501(c)(3) health and human service organization status
- Serve 100% Tempe residents with funds received from the City of Tempe

TCC defines "human services" as programs/services for clients who are economically disadvantaged or become economically challenged through unexpected life circumstances. The COT funds a broad array of services to help Tempe residents achieve their highest level of self-sufficiency and healthy lives.

Note: No individual shall be excluded from participation in, denied the benefit of, subjected to discrimination under, or denied employment in the administration of or in connection with this agreement because of

age, sex, race, color, religion, creed, marital status, familial status, sexual orientation, national origin, honorably discharged veteran or military status, the presence of any sensory, mental or physical disability, or use of a service animal by a person with disabilities.

Proposal Requirements

Human services agencies are invited to submit a proposal via ZoomGrants detailing measurable goals and objectives of the program that advance the human services needs that the program is intended to address.

Pre-proposal Conference/Technical Assistance

A technical assistance workshop is scheduled to be held on November 4, 2021, from 3:00–4:30 pm via Zoom. All prospective agencies are encouraged to attend. Contact Kim_Vannimwegen@tempe.gov to receive a Zoom invitation.

How to Apply:

Submission of Proposals

The deadline to submit proposals into the ZoomGrants system is **Friday, December 10, 2021 BEFORE 4:00 PM Arizona time.** Late proposals will not be accepted.

Late Clause

Applications uploaded and received by the ZoomGrants system after the deadline date and time will be considered late and will not be rated, ranked or receive funding consideration. TCC is not responsible for proposals submitted late. It is the responsibility of each agency to submit proposals sufficiently ahead of time to be received BEFORE 4:00 pm, Arizona time, on December 10, 2021. (Note: Agencies that wait until minutes before 4:00pm to submit their proposal run the risk of being held in an electronic queue and may not be submitted on time.)

Period of Performance

The period of performance of any contract resulting from this RFP is tentatively scheduled to begin on or about July 1, 2022 and to end on or about June 30, 2023. Contract renewals or extensions, if any, shall be at the sole discretion of the Tempe City Council.

Evaluation

In order to allocate funds appropriately, members of the volunteer citizen-based review panel will evaluate and score applications based upon how the program will serve human services needs within the city of Tempe (TCC staff will monitor expenditures of grant funds). Proposals may be evaluated using the following criteria, but are not limited to:

Management

- Experience/expertise of executive director and/or staff
- Board members expertise and affiliation
- Agency experience and expertise
- Proposed program effectively works with community collaborators to deliver service(s)

Service

- How program(s) addresses equity for all (BIPOC, gender identity, sexual identity or sexual orientation)
- How program(s) addresses the City of Tempe's priorities for human service funds
- The program's delivery and accessibility to clients
- How service(s) addresses a critical human service need in Tempe
- If service(s) are in an appropriate location
- If program(s) serve a significant number of Tempe clients respective to the service offered

- If the program(s) address a high priority need as identified in the City of Tempe’s Human Services Survey
- If the program has documented positive collaboration with COT human services programs

Performance Outcomes

- Clear projected goals and measurable outcome objectives
- Program performance from previous year
- Collaboration and coordination with other organizations

Budget

- Reasonableness of budget-given program objectives
- Leveraging of City/other funds
- Program demonstrates broad financial support

Interviews (see below)

Materials

DOCUMENTATION

Below is a list of required documents for all agencies to review and complete (found under the DOCUMENTS TAB in ZoomGrants). Some documents are for review only; others are templates with fillable fields, which are to be completed and uploaded. They are as follows:

For Review

- Agency Review Policy and Procedures

Templates to be Downloaded, Completed and Uploaded

- List of Assurances
- Certification Form (make sure to check appropriate boxes within the document)
- Board Information Form
- Financial Review Worksheet (990)

Additional Documents for All Agencies to Upload to the DOCUMENTS Tab (there are no templates, use your own design)

- 501(c)(3) Letter or Letter of Exempt Status
- Management Letter/Auditor Recommendations (upload most recent)
- IRS Form 990 (upload most recent)
- Balance Sheet
- Photo of Services - a photo that represents your agency serving their primary population or service

Applicants Requesting More Than \$10,000

- Agency Budget (REQUIRED) (This is an addition to the Program Budget located in the BUDGET tab of the application.)

Note: Organizations may apply for more than one program grant

Interviews

Each year all applicants will be interviewed as part of the Agency Review process. The agency interview is a component of the overall ranking of agency proposals. TCC values our community volunteers and all our agency partners, and as such, we adhere to the interview schedule. Therefore, should an agency not attend the interview, the interview cannot be rescheduled, and the agency will receive zero points for the interview component of the overall ranking of agency proposals. (Rare and extenuating circumstances, e.g. interviewees

are in an accident on the way to the interview, may be considered.) Likewise, agencies that are tardy to the interview will not be provided additional time than that already allocated.

Agencies will receive a list of Agency Review questions prior to the scheduled interview. Agencies will want to carefully review the questions and based on those questions, have the proper agency personnel available at the interview to respond to the provided questions. This is your agency's opportunity to respond to the questions raised in your written proposal. Interviews may be virtual at TCC's discretion.

Special Meetings

TCC reserves the right to interview any agency at any time regarding its organization and/or programs or if staff deems it would be beneficial to the citizen-based review panel.

Notification to Proposers

After award recommendations have been determined, the agency is notified by email that they have/have not received funding for the fiscal year (FY). If the agency is funded, enclosed in the award letter is a Grant Summary Form (acting as a contract) which outlines the program, grant amount, fund type and a Volunteer Comments Form from the citizen review panel or a link to the full program booklet.

Human services awards are issued to agencies in four quarterly payments mailed to the agency in the first week of each fiscal quarter beginning in July. All agencies that receive human services funding are required to submit quarterly reports via ZoomGrants.

Reporting Guidelines

All awarded human services agencies are required to complete a Grant Summary Form. Online quarterly reports must be completed and submitted using the ZoomGrants website. Quarterly reports must be filed in a timely manner or disbursement of funds will be delayed. In cooperation with the City of Tempe, TCC reserves the right to delay quarterly disbursement. If a check is delayed, a three-week processing time could incur.

Site Visits/Monitoring

Agencies submitting proposals may be contacted by TCC's grant administrator for a site visit. There will be one site visit per agency as needed. Each agency will be informed of site visit requirements by the TCC grant administrator.

In addition, annual monitoring visits will be scheduled to provide on-site technical service, as well as to ensure compliance with all appropriate local/federal regulations, as needed.

Awards at Reduced Funding Level

Agencies submitting successful proposals, but not funded at full budget request, are required to submit a revised program budget for the amount awarded.

Appeals Procedure

Any agency that feels aggrieved with this RFP may appeal to the TCC Agency Review procurement entity, Tempe Community Council's Community Impact Committee. An appeal must be filed within thirty (30) calendar days after the date of the issue of concern. An appeal shall be made in writing and include the agency's name, address and phone number, identification of the contract being appealed, a detailed statement of the factual grounds of the appeal, including copies of all relevant documents, and the form of remedy requested. An appeal is to be on the agency letterhead and signed by the agency or its authorized representative. The TCC Community Impact Committee will issue a written decision no later than thirty (30) calendar days after an appeal has been filed. The decision shall contain an explanation of the basis of the remedy.

Rejection of Proposals

The City reserves the right, at its sole and absolute discretion, to reject any and all proposals received without penalty and to not issue a contract as a result of this RFP.

Revisions to this Request for Proposal (RFP)

In the event it becomes necessary to revise any part of this RFP, addenda will be provided to all who attended the Pre-Application training and will be on the Tempe Community Council website.

Proprietary Information/Public Disclosure

Materials submitted in response to this competitive process shall become the property of the City of Tempe. All received proposals shall remain confidential until the award of contract recommendation has been filed with the Tempe City Clerk for Tempe City Council action. Thereafter, the proposals shall be deemed public records.

For More Information

Kim Van Nimwegen, MSW
Community Impact Manager



Connecting those in need with those who care

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o: 480.858.2303 main: 480.858.2300
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Appendix: A

Ending Homelessness Prioritization

Due to the ongoing Covid-19 pandemic, the urgency to provide targeted services and diversion for people experiencing homelessness has never been greater. COT/TCC will follow the leadership recommended from the collective, which includes: The Center for Budget Priorities, National Alliance to End Homelessness National Innovation Service, National Healthcare for the Homeless Council, National Low Income Housing Coalition, Urban Institute Barbara Poppe and Associates, and Matthew Doherty Consulting.

This collective has prepared a document entitled, *Framework for an Equitable COVID-19 Homelessness Response*. It states, “This crisis could be long-lasting – and we know that the longer the crisis lasts, the harder it will become for people experiencing homelessness and those with low or extremely low incomes to meet their basic needs, with Black, Indigenous, and Hispanic people hit the hardest. People who identify as lesbian, gay, or bisexual are also overrepresented and face discrimination.”

Please see the complete document; parts of which are copied and referenced here and below:
<https://endhomelessness.org/wp-content/uploads/2020/04/COVID-Framework-4.29.2020-1.pdf>

They make the following recommendations, which TCC supports. The recommendations are quoted here:

1. **To advance racial equity and justice.**

Both homelessness and the pandemic shine a light on racial and economic inequities in our nation so new funds should help eliminate disparities in communities.

This might look like: funds to agencies and programs that Gather and analyze disaggregated data; Implement racial justice tools; Conduct systems analysis of root causes of inequities in their programs and agencies; Identify strategies and target resources to address root causes of inequities; **work in partnership with communities and other institutions to achieve meaningful results; Conduct race equity impact assessment for all policies and decision making; serve a majority populations of Black Indigenous, and People of Color.**

2. **Address the highest needs first.**

People who are unsheltered, older, disabled, medically fragile, literally homeless and extremely low income should be helped first. Start by addressing needs of people who are currently experiencing homelessness.

Examples might include designing prevention services for people most likely to become homeless; targeting services to households with prior experience of homelessness, extremely low incomes (earning less than 30% of area median income and living in neighborhood with high poverty rates).

3. **Grow partnerships.**

By reinvigorating partnerships with a broad range of organizations and mainstream systems there will be more resources and you can reach deeper into impacted communities.

Examples may include: Leveraging mainstream services and other new funding streams to increase impact, utilizing volunteers in new ways.

4. **Get people into housing.**

The best health intervention is stable housing. Stable housing is necessary for economic recovery.

5. **Act quickly.**

Design rental assistance programs to serve households most at risk of homelessness, target households

with prior experience of homelessness, extremely low incomes (earning less than 30% of area median income and living in neighborhoods with high poverty rates.)

Performance Measure Guidance

Additionally, agencies seeking funding for programs addressing homelessness in 2022–23 there is new application guidance.

Agencies seeking funding must address one or more of these homelessness subset populations:

- Veterans
- Families
- Youth
- Chronically Homeless Individuals
- Older Adults
- Sexual and Domestic Violence Survivors

Programs should address either:

- Crisis
- Stability
- Self-sufficiency

In addition to housing outcome measurements and other measurements you may have traditionally used for grants with TCC, you will be asked to measure and report from the following list of outcomes/indicators.

In this application you are asked if you currently measure data from the following list. You will not be scored on this answer, but you will be asked to move to collecting these measurements.

Not all measurements are required for every program, however within program type, agencies should be able to measure each element.

Data Requirement: Prevention
of unduplicated individuals served
of rental assists
of units of transportation assistance
of utility assists
\$ amount of transportation assistance
\$ amount mortgage/foreclosure prevention assistance
\$ amount rental assistance
\$ amount utility assistance
of mortgage/foreclosure prevention assists
of individuals/families who increase income

Data Requirement: Emergency Shelter/Transitional Housing
of unduplicated individuals served
of bed nights
Average length of stay
of unduplicated individuals case managed
of unknown exits
of positive exits

of negative exits
of case managed unknown exits
of case managed positive exits
of case managed negative exits
#/% of individuals who complete a job training program
#/% of individuals who complete certification/licensing requirements for employment
#/% of individuals who obtained employment
#/% of individuals who earn a post-secondary degree
of individuals/families who increase income

Those agencies that support vulnerable families and individuals by providing emergency food and nutrition benefits:

Data Requirement: Increase Access to Nutrition Benefits
of unduplicated individuals screened for eligibility for nutrition programs (WIC and/or SNAP)
of unduplicated individuals enrolled into nutrition programs (WIC and/or SNAP)
of individuals enrolled into WIC
of individuals enrolled into SNAP

OR

Data Requirement: Increase Access to Unprepared Meals
of unduplicated individuals receiving emergency food
of meals supplied to individuals

OR

Data Requirement: Increase Access to Prepared Meals
of congregate meals
of home delivered meals
of other meals served (not including congregate and/or home delivered)

OR

Data Requirement: Workforce Development
of unduplicated individuals served
of individuals/families who increase income
#/% of individuals who complete a job training program
#/% of individuals who complete certification/licensing requirements for employment
#/% of individuals who obtained employment
#/% of individuals who earn a post-secondary degree

OR

Data requirement: Financial Tools/Products
of unduplicated individuals served
of individuals/families who increase income
of individuals/families who decrease debt
of individuals/families who increase savings
#/% of individuals/families who achieve at least on key outcome measure

Appendix: B

Performance Measures

Purpose

Performance measures show the community the value of your services, clearly and succinctly communicate your impact, and can be used for future funding requests to show program effectiveness.

Definitions: Goals, Outcomes, and Indicators

- **Goal:** An aspirational “big picture” statement about what you hope to achieve with this program.
- **Outcomes:** A specific statement about the changes you expect to make in pursuit of this goal and how many people you intend to reach in the fiscal year.
- **Indicators:** The way that an outcome can be measured which indicates success towards the outcome. There may be multiple indicators per outcome.

Developing Outcomes

Outcome measures must include ALL the following components:

- # of Tempe participants expected to achieve this outcome
- % of Tempe participants expected to achieve this outcome
- Type of participants
- Direction of change
- Type of change
- Area of change

___ (#) and ___ (%) of _____ (Participant type: families, youth) will _____ (Direction of change: increase, improve, modify) their _____ (Type of change: knowledge, attitude, condition) of/towards _____ (Area of change: employment, food security)

Developing Indicators

Indicators are written in the same format as outcome statements but focus on how you will measure the progress on the outcome. They are the most direct evidence of your program’s success. An indicator should be more specific than the outcome by demonstrating the specific data collected that will define success and the method of data collection. For example, if an outcome focuses on improving health, the indicator should specify what aspect of health (e.g., cessation of smoking, disease rates, regular exercise) and how that aspect will be measured (e.g., self-report, survey data). There are often multiple indicators for one outcome statement.

Example A (Simple)

- **Goal:** To provide safe and nutritious meals and a welcoming environment for our guests.
- **Outcome:** 100% or 300 homeless individuals will have increased access to nutritious meals.
 - **Indicator:** By July 2021, 100% or 300 homeless individuals will be served at the nightly meal service as measured by attendance records.

Example B (Complex)

- **Goal:** Increase self-confidence, academic outcomes, and school retention rates among at-risk Tempe youth.
- **Outcome:** 90% or 65 youth will have increased exposure to positive behavior supporting activities to improve their attitude toward risky behaviors.

- **Indicator 1:** 1 month following the intervention, 90% or 65 youth will have maintained or increased their total score on the Youth Outcome Survey (YOS), which measures attitudes towards risky behaviors including drug use, physical violence, unprotected sex, and alcohol use.
- **Indicator 2:** 85% or 61 youth will report involvement in at least 1 extracurricular activity or personal interest, as measured by self-report during one-on-one youth interviews at least 2 months following entry into the program.

If you are interested in learning more about creating a logic model to determine your outcomes and indicators, please visit the following resources:

[A Guide to Developing an Outcome Logic Model and Measurement Plan](#)
[Logic Model: A Beginner's Guide](#)
[Templates, Examples](#)

Success Stories

Components of a Good Success Story

- The subject – describe them and characteristics that make them unique
- The conflict – the challenges they face
- The resolution – what the agency did to address the challenges, how the client was empowered in this process
- The result – how did the person respond to the service provided, did you do anything above and beyond, what is the major change in this person's life

Success Story Examples

<https://colscss.org/success-stories/>
<https://www.tgclb.org/what-we-offer/success-stories/#Saniya-Christopher>
<https://arlingtonthrive.org/success-stories/>